



Appointing Certified Application Counselors with Nevada Health Link

What is a Certified Application Counselor (CAC)?

Certified application counselors are individuals certified to:

1. Provide information to individuals and employees about the full range of QHP options and insurance affordability programs for which they are eligible;
2. Assist individuals and employees to apply for coverage in a QHP through the Exchange and for insurance affordability programs; and
3. Help to facilitate enrollment of eligible individuals in QHPs and insurance affordability programs.

Who can become a CAC?

Any natural person not less than 18 years of age can become a CAC.

Individuals will need to be certified through the Nevada Division of Insurance (DOI) as Exchange Enrollment Facilitators.

CACs must ensure that they protect personally identifiable information, engage in services that position them to help those they serve with health coverage issues, and have experience providing social services to the community.

What is the process to become appointed as a CAC with Nevada Health Link?

Individuals seeking appointment with Nevada Health Link as a CAC must complete the following:

Exchange Enrollment Facilitator (EEF) Certification through DOI:

1. Enroll in and successfully complete (pass at a score of 70% or greater) the Exchange Enrollment Facilitator Pre-certification course. Currently, there is only one course available from AD Banker (online): [Exchange Enrollment Facilitator Pre-certification Course](#).
2. Schedule and pass a certification exam at 80% or greater with the DOI's testing vendor, Pearson VUE. Individuals must register with Pearson VUE at 1-866-761-8069 to schedule the exam. The exams are offered in Reno and Las Vegas, NV.
3. Complete fingerprinting/background check. The DOI will process this background check through the Central Repository for Nevada Criminal Records Repository and the Federal Bureau of Investigations. The process for fingerprinting is outlined on DOI's website here: [Resident's Requirements for Criminal History Search](#).
4. Apply for certification with DOI. DOI utilizes the Sircon system for application processing: [Individual Resident License Application](#). For those unable to apply online, a paper application is available: [Uniform Application](#)
5. Receive EEF Certification from DOI.

Appointment with Nevada Health Link:

1. Register for and attend an in-person, 4-hour, free training course with Nevada Health Link.

Nevada Health Link

2310 S. Carson St., Suite 2
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775.687.9939

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2. Receive an “appointment” from Nevada Health Link at the end of the training.

I plan to get my fingerprinting performed by a law enforcement agency. What are the codes required on the card?

ORI	Miscellaneous NO <u>MNU</u>
NV920190Z	Number: 880141
St Insurance Co	Reason Fingerprinted
Carson City NV	NRS 683A.160

How long does it take to become certified and appointed as a CAC?

The total time to become certified as an Exchange Enrollment Facilitator can take multiple weeks pending the time it takes to complete the background check. DOI recommends applicants perform this requirement within 30 days prior to certification testing. The background check can take from 3 - 6 weeks. If an applicant waits too long (90 days) between the background check and applying for certification, that applicant may have to repeat the background check again.

The total time to become appointed with Nevada Health Link depends on the availability of the 4-hour training session. These sessions will be scheduled monthly complete with a registration process. The schedules will be posted on our website: [Navigators, Enrollment Assistants, and CACs](#).

What are the costs of the certification and appointment?

The following are the current costs for EEF Certification:

1. Pre-certification Training: \$149.95 / \$179.95 (with Study Manual)
2. Certification Exam (Pearson VUE): \$55
3. Fingerprinting/Background Check: \$52.50 (or costs assigned by law enforcement agency)
4. Certification Application with DOI: \$195
5. TOTAL ANTICIPATED COSTS: **\$452.45 - \$482.45** (with Study Manual)

Nevada Health Link offers the training and appointment at **no cost**.

Is there any assistance available to help pay for the certification?

Nevada Health Link has received federal funding to help pay for CAC certification through December 31, 2014. On our website are two versions of a reimbursement pre-authorization form:

1. [CAC Cost Reimbursement Pre-Authorization \(Interactive PDF Form\)](#)
2. [CAC Cost Reimbursement Pre-Authorization \(PDF print and submit\)](#)

Nevada Health Link will reimburse certifications on a first-come-first-serve basis until funding has been exhausted. Nevada Health Link reserves the right to approve/deny any request based on the needs of the Exchange and the regions of Nevada that need assistance. Nevada Health Link will only reimburse individuals who are employed by or are registered as a business with the Nevada Secretary of State.

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What will be covered in the 4-hour training?

The following topics/situations will be included in the training:

1. Verify your ID (Driver's License or State Issued Photo ID)
2. Verify through Siron you are certified and in good standing as an EEF in Nevada
3. Provide training on filling out the online Single Streamlined Application
4. Provide training on the ACA, Medicaid, and CHIP programs
5. Provide any updates to federal and state rules and regulations, Nevada Health Link business rules, etc.
6. Provide training on security guidelines
7. Provide training on Nevada Health Link's Privacy Policy
8. Ensure each participant signs Nevada Health Link's Operator Agreement
9. Take a picture onsite and produce a Nevada Health Link ID Card

Where can I get more information or help with becoming a CAC with Nevada Health Link?

The following resources are available for all brokers/agents:

1. Exchange [Navigators, Enrollment Assistants and CACs Webpage](#)
2. Nevada Health Link [Partners Webpage](#)
3. Email Contact@exchange.nv.gov
4. Call Nevada Health Link at: 1-855-7-NVLINK (1-855-768-5465)

Don't forget, the best way to stay up-to-date with Nevada Health Link issues concerning CACs is to sign –up for the [Navigators, Enrollment Assistants and CAC Listserv](#). All outgoing correspondence will use that method exclusively.

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